



Consumer Guide

TracFone Phone Unlocking Program

Millions of consumers use pre-paid cellphones through TracFone and its brands. The company has changed its policy to allow its customers – including those with service under any of its brands – the freedom to take their TracFone phone with them to another compatible network if they choose. In addition, eligible customers will have access to refunds, credits or trade-ins to allow them this freedom of choice.

As a result of negotiations between TracFone and the Federal Communications Commission, millions of consumers across the country will be able to use their TracFone phone on other networks should they chose to change providers. TracFone will be providing remedies for consumers with “locked” cell phones and put in place plans to launch only phones that are capable of being “unlocked” by its consumers.

Generally, “locked” phones are phones on which software has been installed that prevents the phone from being operative on another carrier’s otherwise-compatible network. The FCC has made it a goal to increase the consumers’ freedom to move their phones to other carriers’ networks if they want to. Such policies promote competition and protect consumers. For the past several years, TracFone has only sold phones locked to its service, denying customers the opportunity to use their phone for service with another provider.

For more information on unlocked cellular phones, visit: <https://www.fcc.gov/device-unlocking-faq>

Tracfone and Its Brands

TracFone is an international wireless phone service provider that sells service under several different brand names. This settlement covers all of TracFone’s brands, including, but not limited to TracFone, NET10 Wireless (related to Family Dollar stores), Total Wireless, Straight Talk, SafeLink Wireless, Telcel América, Simple Mobile and Page Plus Cellular.

Consumers with Locked Handsets

TracFone has agreed to compensate consumers who have purchased or will purchase locked handsets for TracFone service. Over the course of the next 3 years, approximately 8 million TracFone customers who have purchased locked phones from TracFone may be eligible for compensation, with an average benefit of \$10 per handset.

Customers of TracFone or any of its brands are eligible for compensation if they have been a customer of any of TracFone’s brands for a year or more and launched service by a certain date, if they request handset unlocking from the company, and if their phone is working and has not been reported to be associated with crime or fraud. Customers who are not eligible today may become eligible over time.

Customers can contact the company at www.tfwunlockpolicy.com or by calling TracFone at 1-888-442-5102 to check eligibility and, if eligible, receive one of the following in exchange for their locked handset:

- A new unlocked handset for Lifeline customers (beginning no later than May 1, 2016); or,
- Credit toward a handset upgrade; or,
- A partial cash refund.

Consumer Eligibility

All customers currently eligible for unlocking will receive a text message notifying them of their eligibility and with instructions on how to get more information. Another text message will be sent in June 2016 for customers that



gain eligibility in the next year. However, all customers of TracFone, including any of its brands, can verify their eligibility status through the web portal at www.tfwunlockpolicy.com or by calling TracFone at 1-888-442-5102.

In order to obtain compensation under the settlement, consumers must:

- Be a customer of TracFone (including its brands).
- Request handset unlocking from TracFone.
- Use the locked device with TracFone's service for at least 12 months and redeem cards for airtime usage on the TracFone network for at least 12 months.
- Possess a TracFone handset in working condition that has not been reported stolen, lost or associated with fraud, and not have their telephone number recycled or ported.
- Meet certain timing requirements. For non-Lifeline customers, the handset must have been launched on TracFone's service after February 11, 2014, or activated with TracFone's service after February 11, 2015. For Lifeline customers, only the original approved customer is eligible and the customer must have activated on TracFone's service after February 11, 2014.
- Customers in the military who are actively deployed do not need to meet the service activation and air card redemption eligibility requirements.
- Customers are eligible for the program only once every twelve months.

Consumers Can Contact the FCC for Further Information

Customers can also email the FCC for further information at: tracfoneunlocking@fcc.gov. Customers are advised that any inquiries received by the FCC at this email address will likely be forwarded to TracFone for resolution.

###

For this or any other consumer publication in an accessible format (electronic ASCII text, Braille, large print or audio), please write or call us at the address or phone number below, or send an email to FCC504@fcc.gov.

This document is for consumer education purposes only and is not intended to affect any proceedings or cases involving this subject matter or related issues.

Last Reviewed: 9/1/15

